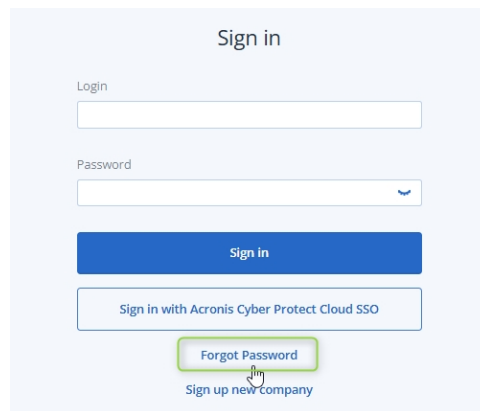


Guideline: How to set up two-factor authentication

Acronis Partner Portal

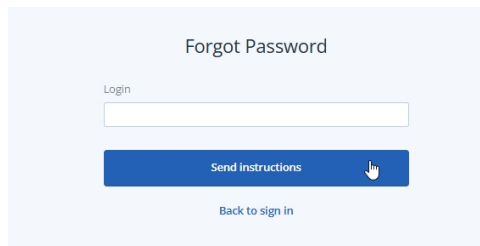
Use the following instructions to set up two-factor authentication for all Acronis Partner Portal users.

1. In the [“Sign in” page](#), access the “Forgot password” functionality by clicking “Forgot password”:



The screenshot shows the 'Sign in' page of the Acronis Partner Portal. It features a 'Login' input field, a 'Password' input field with a visibility toggle, a blue 'Sign in' button, a 'Sign in with Acronis Cyber Protect Cloud SSO' button, a 'Forgot Password' button highlighted with a green box and a mouse cursor, and a 'Sign up new company' link at the bottom.

2. Fill in the “Login” field with your login name and click the “Send instructions” button:




The screenshot shows the 'Forgot Password' page. It has a 'Login' input field, a blue 'Send instructions' button with a mouse cursor, and a 'Back to sign in' link at the bottom.

3. Check your mailbox, locate the email from “noreply@partners.acronis.com” and click the “Reset your password” link. Be aware the link is only valid for three hours. If it expires, repeat steps 1 and 2.

Acronis

Dear Partner,

Click on the link below to reset your password for the Acronis Partner Portal
 This link is valid for three hours.

[Reset your password](#)

Kind regards,
Acronis Partner Team

4. Fill in the “New password” and “Confirm new password” fields with a new password that meets the criteria required and click the “Submit” button.

Reset password

New Password
[password field]

Confirm New Password
[password field]

- ✓ Be at least 8 characters long
- ✓ Include both a number and special character
- ✓ Not use incremental or decremental number
- ✓ Include both lower and upper case
- ✓ Not include common word like "Password"
- ✓ Be same in "New Password" and "Confirm Password"

Submit

5. Go back to the [Partner Portal login page](#) and sign in with your login and new password.
6. You will be prompted to set up the two-factor authentication. For this, install or open any authenticator app (Microsoft Authenticator, Google Authenticator, Duo Mobile or any other) on your mobile phone. You will need to either scan the QR-code or enter the code manually.

Use an app such as Google Authenticator or Duo Mobile to generate verification codes for more protection.

Scan the image above with the two-factor authentication app on your phone.

Or

Enter this code into your authentication app.

Enter Confirmation Code
Please enter the confirmation code that you see on your authentication app.

1 2 3 4 5 6

Confirm Password
Please enter the same password you have used to login.

FINISH

7. You will need to log in again to the Partner Portal, now using 2FA. You will need to:
 - a. Log in again using your username (email) and password.
 - b. Fill in the “Authentication code” field with the code generated in your application and reconfirm your password. When done filling in the fields, click “Verify.”

Two-Factor Authentication

Authentication code
6-Digit code
[input field]

Confirm password
[password field]

Verify

Frequently asked questions

1. What data should I fill in the "Confirm password" field? Should I enter my password twice to sign in?

Yes. On the "Sign in" page, you need to enter your current password in the "Password" field. You will then reenter your password in the "Two-factor authentication" page in the "Confirm password" field to access the Partner Portal.

2. I already have two-factor authentication for my Acronis Cyber Protect Cloud account. Do I also need to set it up for my Partner Portal account?

Yes, if you are going to use your login and password to sign in to the Partner Portal (instead of SSO), you'll need to set it up.

3. What should I do if I lose, break or replace my device with the authentication app?

If your device with the authentication app was lost, broken or replaced (e.g., if you got a new phone), please contact us by filling out the "[Contact us](#)" form located at the bottom of the [Partner Portal login page](#). Describe your issue, and we will reset your two-factor authentication as well as your Partner Portal password. You will receive an email with a password reset link. Once you set a new password, you'll be able to sign in and set up two-factor authentication again.

4. What should I do if I'm having trouble setting up two-factor authentication or logging in?

If you're unable to sign in to the Partner Portal or experience any issues while setting up two-factor authentication, you can use the "[Contact us](#)" option by clicking the link at the bottom of the [login page](#) and filling out the form.

